

This file contains consumer letters received by the National Highway Traffic Safety Administration which complain of the alleged defect that is the subject of this Engineering Analysis. It also contains correspondence between this agency and the manufacturer on the subject. Portions of that correspondence may be withheld where the manufacturer has claimed that they are confidential pursuant to the Freedom of Information Act, 5 U.S.C. § 552(b)(4), which exempts from disclosure confidential commercial and financial information. Additional documents relating to this engineering analysis may exist, but have not been included in this public file.

00001

NOV 19 1987

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Mr. C. Thomas Terry  
Manager, Product Investigations  
General Motors Technical Center  
30200 Mound Road  
Warren, MI 48090-9010

NEF-121rbp  
EA88-007

Dear Mr. Terry:

This letter is to advise you that Preliminary Evaluation, PE87-056, pertaining to cracking of the lower control arms on certain 30 series vehicles has been upgraded to an Engineering Analysis, EA88-007, and to request additional information.

The original complainant (San Diego Unified School District) recently informed this office of seven additional failures for a total of 16. Additionally, after discussing the matter with the General Motors (GM) complainant, McDonald Douglas, identified in your letter of October 22, 1987, we were told that they had experienced a total of six failures. Discussions with some of the sources identified in GM's "Field Reports" and analysis of others identified 13 more failures. The total number of alleged failures is 40, of which 39 apparently involve the left lower control arm, and 38 apparently involve vehicles powered by the 6.2 diesel engine.

For purposes of this information request, the following terms are defined unless otherwise described:

- o Subject vehicles: all 1984 through 1987 Chevrolet and GMC 30 series trucks.
- o GM: all the personnel and files of General Motors including all Field personnel.
- o Alleged defect: shall refer to cracking in the ball joint socket in the vicinity of the ball joint socket on the left and/or right lower front control arm(s) of the subject vehicles.

000002

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to Sections 108 and 112 of the National Traffic and Motor Vehicle Safety Act (The Act), please provide numbered responses to the following items. Please repeat each item verbatim before the response. If any information has been provided to this office in response to a previous information request on this matter, that information need not be resubmitted. All other information must be submitted as requested. The submitted information is to include, but not be limited to, all written reports or documents; transcriptions, notes, or other documentation of oral communications; and information contained on electronic storage media. If you cannot answer any specific question, please state the reason.

1. Furnish the number of subject vehicles sold by GM in the U.S. by make, model, model year, and type of engine.
2. Furnish the number and copies of all owner reports or consumer complaints received by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports or complaints whether or not GM has verified each report.
3. Furnish the number and copies of all other reports, complaints, surveys, or investigations from all sources either received or authorized by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports whether or not GM has verified each report, including all correspondence, notes, memoranda, and other records pertaining or relating to the performance of the lower control arm assemblies (or components thereof) on the subject vehicles.
4. Identify and describe each accident or subrogation claim (including the names, addresses, and telephone numbers of the owner/occupants involved) of which GM is aware on the subject vehicles and which may have occurred due to circumstances, conditions, or problems caused by the alleged defect. Furnish all reports whether or not GM has verified each report.
5. Identify all lawsuits, both pending and closed, by title, location and docket number in which GM is or was a defendant (or codefendant) pertaining to at least in part, the control arm assemblies (or components thereof) on the subject vehicles. Provide a brief synopsis of each case, including GM's analysis of the incident, the identification of the vehicle (model series, model year, and VIN), the date of the incident which was the basis for the lawsuit, the date the lawsuit was filed, and the vehicle owner's name, address, and telephone number. Identify all parties involved in the lawsuit.

000003

6. Furnish the number of warranty claims related to the alleged defect on the subject vehicles by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date. Each problem claim code must be identified.
7. Furnish the number of left and right lower control arm assemblies furnished for replacement on subject vehicle: under any type of Goodwill Policy by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date.
8. Furnish the number of the following components or assemblies sold for use on the subject vehicles from January 1, 1984, to date by model, model year, application, engine type, component, part number (both service and engineering), supplier (name, address, and model year of application), and calendar month:
  - a. left lower control arm; and
  - b. right lower control arm.
9. If any of the components identified in item 8 are sold (or have been sold) as part of a kit or package, identify the number of such kits or packages sold by part number (both for the kit/package and the components included), vehicle application, and calendar year of sale from January 1, 1984, to date.
10. Identify and describe all changes or modifications in the design, manufacture, attachment, or composition of the components listed in item 8 which relates to the alleged defect. The description should include, but not be limited to, the following items for each change or modification:
  - a. the reason for the change or modification;
  - b. description of the change or modification;
  - c. the calendar date on which the change or modification was incorporated into production; and
  - d. describe whether the changed or modified component can be used as a replacement part for unchanged or unmodified components.
11. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity of the components listed in item 8, for subject vehicles equipped with a gasoline engine and subject vehicles equipped with a diesel engine.
12. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the heavy duty front suspension and the regular front suspension on the subject vehicles.

0004

13. Identify and describe all differences in the front suspension between subject vehicles equipped with the diesel engine and subject vehicles equipped with the gasoline engine.
14. The San Diego Unified School District reports lower control arms are being furnished by GM for replacement on subject vehicles. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the original control arms and the replacement control arms. Furnish engineering specification drawings for both versions of control arms discussed above.
15. Furnish the names, addresses, and telephone number of your ten largest purchasers of subject vehicles equipped with a gasoline engine and the ten largest purchasers equipped with a diesel engine and the quantity of vehicles sold to them.
16. Furnish a legible copy of the enclosed document, Attachment A, provided in Attachment C of GM's October 22, 1987. information response on this subject.
17. Furnish copies of all correspondence between GM and the suppliers of the control arm (and components thereof) pertaining to design, manufacturing, performance, durability, quality, testing, or modification of the control arm on the subject vehicles. If any communications on this subject were oral or were conducted electronically, provide a written transcript or summary of each such communication and include a statement that identifies the participants and the date of the communication. It is not necessary to reconstruct transcripts of oral communications.
18. Furnish a copy of all tests and analyses which were or may have been used in developing components involved in the alleged defect and which could relate in any way to this current investigation.
19. Identify the parties involved and describe any and all tests and analyses at (1) contractors, (2) suppliers, or (3) other entities pertaining to the alleged defect. Furnish copies of all reports, notes, tables, graphs, or similar documents which were developed for each. Identify when each activity was initiated and concluded or whether it is still ongoing.
20. Identify whether GM ever considered alternative control arm assemblies on the subject vehicles. Include in the identification of each alternative component (or method) the following:
  - a. when each alternative component was first proposed;
  - b. a description of the alternative component; and

000005

- c. the disposition of the alternative component (i.e. whether the alternative component was approved, disapproved, or still undergoing evaluation) and the reason(s) for the disposition other than economic reasons.
21. Furnish GM's opinion of the alleged defect in the subject vehicles. Please include an assessment of the following:
- a. the causal or contributory factors which may result in the alleged defect;
  - b. the failure mode;
  - c. the risk to motor vehicle safety created by the alleged defect; and
  - d. any warning of the alleged defect.
22. Furnish a copy of all documents not specifically requested which GM believes are relevant or were used in formulating its assessment of the alleged defect.
23. Furnish any new information of which GM is aware concerning any report, document, or information which may have been previously provided by GM. Also, furnish any additional information of which GM is aware concerning the information provided by the National Highway Traffic Safety Administration (NHTSA) on this matter.

It is important that GM respond to this letter on time. This letter is being sent pursuant to Section 112 of the the Act, which authorizes this agency to conduct any investigation which may be necessary to enforce Title I of the Act. Your failure to respond promptly and fully to this letter may be construed as a violation of Section 108(a)(1)(B) of the Act.

Your written response, in triplicate, referencing the identification codes in the upper right hand corner of page 1 of this letter, must be submitted to this office within 30 working days from your receipt of this letter. If you find that you cannot respond within the allotted time with all the requested information, you must request an extension from the Director, Office of Defects Investigation, no later than 5 working days prior to the due date for your response. A telephone request for an extension may be made to the Director at (202) 366-2850, but it must be confirmed in writing. On-time delivery of partial submissions should be made when circumstances prevent meeting the required delivery schedule.

If any portion of your response is considered confidential information, include all such material in a separate enclosure marked confidential. In addition, you must submit a copy of all such confidential material directly to the Chief Counsel of NHTSA and comply with all other requirements of 49 CFR Part 512, Confidential Business Information.

000006

If you have any technical questions concerning this matter. please contact Mr. Richard Boyd of my staff at (202) 366-5194.

Sincerely,

CB

Michael B. Brownlee, Director  
Office of Defects Investigation  
Enforcement

Enclosure:  
Attachment A

000007

700 3th Ave  
New York 17  
2-6-77

Dear Sir

Enclosed for you  
is a check for

\$100.00  
for the balance

owed to you

Very truly yours,

J. E. Ellis  
by out.

Attachment A

ILLEGIBLE

000008



10 16 88

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Mr. C. Thomas Terry  
Manager, Product Investigations  
General Motors Technical Center  
30200 Mound Road  
Warren, MI 48090

#EF-121rpb  
JP88-003  
EA88-007

Dear Mr. Terry:

This letter is to transmit the enclosed consumer complaints for your appropriate action. They were received by this office concerning Engineering Analysis EA88-007 and Petition DP88-003. Please maintain the enclosed reports for your file since we will not be providing additional copies in the event of future administrative actions. If additional copies are needed contact the Technical Reference Division (NAD-52), National Highway Traffic Safety Administration.

Sincerely,

*For [Signature] R. C. Chang*  
Robert F. Hellmuth, Chief  
Defect Evaluation Division  
Enforcement

Enclosures

0009



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

## FOR HQ USE ONLY

ODI NO.

HL NO.

## OWNER

LAST NAME

FIRST NAME & MIDDLE INITIAL

TELEPHONE NO. (Area Code)

Byram Bus Line

[Galin Transportation Lease]

Work: 8240  
Home: 201 984-1101

STREET ADDRESS

CITY

STATE

ZIP CODE

RDS

STANFORD

10-5

07874

## VEHICLE INFORMATION

VEHICLE MAKE & MODEL

MODEL YEAR

BODY STYLE

VEHICLE IDENTIFICATION NO.

CHEVY G-50

1985

VAN

268663553F414664

ENGINE SIZE (CID/CYL)

MILEAGE

DATE PURCHASED

DEALER'S NAME AND ADDRESS

AIR CONDITIONED

☐ FUEL INJECTION

63,000

☒ NEW ☐ USED

HYSC CLEVELAND

☐ Yes ☒ No

☐ GAS ☒ DIESEL

TRANSMISSION

MANUAL (Speed)

☐ 3 ☐ 4 ☐ 5

AUTOMATIC

VEHICLE SPEED AT FAILURE

NO CYLINDERS

POWER STEERING

POWER BRAKES

☒ Yes ☐ No

TYPE TUB 400

☐ Power

8

☒ Yes ☐ No

☒ Yes ☐ No

☐ 3 ☐ 4 ☐ 5

AUTOMATIC

## FAILED COMPONENTS/PARTS INFORMATION

COMPONENT/PART NAME(S)

LOCATION

FAILED PART(S)

MILEAGE(S) AT FAILURE(S)

NO. OF FAILURES

LEFT LOWER CONTROL ARM

☒ Left ☐ Right

☒ ORIGINAL

62,000

1

GM PART # 1426585

☒ Front ☐ Rear

☐ REPLACEMENT

62,000

1

DATE(S) OF FAILURE(S)

LEFT LOWER CONTROL ARM CRACKED AND BROKE

10/22/87

By BALL JOINT

ILLEGIBLE

## FAILED TIRE INFORMATION

MANUFACTURER

TIRE NAME

SIZE

TYPE FAILURE

CONSTRUCTION

PAIRED TIRE

BELT MATERIAL

LOCATION

DOT IDENTIFICATION NO.

☐ Bias ☐ Bias ☐ Bias

☐ Original ☐ Replacement

☐ Steel ☐ Fiberglass ☐ Aramid ☐ Rayon

☐ Right Front ☐ Right Rear ☐ Left Front ☐ Left Rear ☐ Spare

\*The identification number consists of about ten letters and numbers following the letters DOT usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

NO. INJURIES

NO. FATALITIES

☐ Yes ☒ No

DESCRIPTION OF ACCIDENT

SIGNATURE OF OWNER

FLEET MANAGER GALIN TRANSPORTATION

DATE

11/4/87



U.S. DEPARTMENT OF TRANSPORTATION  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

The Federal Motor Vehicle  
Safety Act of 1966  
Public Law 89-563

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

## FOR HQ USE ONLY

ODI NO.

ML NO.

## OWNER

LAST NAME

FIRST NAME & MIDDLE INITIAL

TELEPHONE NO. (Area Code)

Work

Home

STREET ADDRESS

CITY

STATE

ZIP CODE

## VEHICLE INFORMATION

VEHICLE MAKE & MODEL

MODEL YEAR

BODY STYLE

VEHICLE IDENTIFICATION NO.

ENGINE SIZE

MILEAGE

DATE PURCHASED

DEALER'S NAME AND ADDRESS

AIR CONDITIONED

☐ FUEL INJECTION

☐ GAS ☒ DIESEL

☒ NEW ☐ USED

*ALBERT CHEVROLET  
LOVER N.J.*

☐ Yes ☒ No

VEHICLE SPEED AT FAILURE

NO. CYLINDERS

POWER STEERING

POWER BRAKES

TRANSMISSION

☐ MANUAL (Speed)

☒ AUTOMATIC

☐ Parked

*8*

☒ Yes ☐ No

☒ Yes ☐ No

☐ 2 ☐ 4 ☐ 5

*TYPE TURBO 44C*

## FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT/PART NAME(S)

LOCATION

FAILED PART(S)

MILEAGE(S) AT FAILURE(S)

NO. OF FAILURES

*LEFT LOWER CONTROL ARM*

☒ Left ☐ Right

☒ ORIGINAL

*57,000*

*1*

*R.H. PART # 14026545*

☒ Front ☐ Rear

☐ REPLACEMENT

DATE(S) OF FAILURE(S)

DESCRIPTION OF FAILURE(S)

*10/22/87*

*LEFT LOWER CONTROL ARM BUSHING AND BROKE*

*BY BALL JOINT*

## FAILED TIRE INFORMATION

MANUFACTURER

TIRE NAME

SIZE

TYPE FAILURE

CONSTRUCTION

FAILED TIRE

BELT MATERIAL

LOCATION

DOT IDENTIFICATION NO.

☐ Bias ☐ Bias

☐ Radial

☐ Original

☐ Replacement

☐ Steel ☐ Fiberglass

☐ Aramid ☐ Rayon

☐ Right Front ☐ Right Rear

☐ Left Front ☐ Left Rear

☐ Spare

\*The Identification number consists of about ten letters and numbers following the letters DOT usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

NO. INJURIES

NO. FATALITIES

☐ Yes ☒ No

DESCRIPTION OF ACCIDENT

SIGNATURE OF OWNER

DATE

*[Signature]*

*4/6/87*





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

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## FOR HQ USE ONLY

ODI NO.

HL NO.

## OWNER

LAST NAME

FIRST NAME & MIDDLE INITIAL

TELEPHONE NO. (Area Code)

BYRON BOLINE INC.

GALV TRANSPORTATION INC (LESEE)

Work Home

STREET ADDRESS

CITY

STATE

ZIP CODE

R.D. 5

STANHOPE

N.J.

07874

## VEHICLE INFORMATION

VEHICLE MAKE & MODEL

MODEL YEAR

BODY STYLE

VEHICLE IDENTIFICATION NO.

CHEV G-30

1985

VAN

2686655-TEK447021

ENGINE SIZE (CID/CYL)

MILEAGE

DATE PURCHASED

DEALER'S NAME AND ADDRESS

AIR CONDITIONED

☐ FUEL INJECTION  
☐ GAS ☒ DIESEL

55,000

☒ NEW ☐ USED

HEAVY CHEV  
DIET U.S.

☐ Yes ☒ No

VEHICLE SPEED AT FAILURE

NO CYLINDERS

POWER STEERING

POWER BRAKES

TRANSMISSION

☒ AUTOMATIC

☒ Parked

8

☒ Yes ☐ No

☒ Yes ☐ No

☐ 3 ☐ 4 ☐ 5

TYPE 2L650 400

## FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT PART NAME(S)

LOCATION

FAILED PART(S)

MILEAGE(S) AT FAILURE(S)

NO. OF FAILURES

LEFT LOWER COIL SPRING

☒ Left ☐ Right

☒ ORIGINAL  
☐ REPLACEMENT

53,000

1

DATE(S) OF FAILURE(S)

DESCRIPTION OF FAILURE(S)

10/26/84

LEFT LOWER COIL SPRING CRACKED AND BROKE

20 RAIL JUMP

ILLEGIBLE

## FAILED TIRE INFORMATION

MANUFACTURER

TIRE NAME

SIZE

TYPE FAILURE

CONSTRUCTION

FAILED TIRE

BELT MATERIAL

LOCATION

DOT IDENTIFICATION NO.

☐ Belted ☐ Bias  
☐ Radial

☐ Original  
☐ Replacement

☐ Steel ☐ Fiberglass  
☐ Aramid ☐ Rayon

☐ Right Front ☐ Right Rear  
☐ Left Front ☐ Left Rear  
☐ Spare

\*The identification number consists of about ten letters and numerals following the letters DOT usually located near the rim flange on the side opposite the whitewall or on either side of a black wall tire.

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

NO. INJURIES

NO. FATALITIES

☐ Yes ☒ No

DESCRIPTION OF ACCIDENT

SIGNATURE OF OWNER

FLEET MANAGER

GALV TRANSPORTATION

DATE 11/6/87





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

The Privacy Act of 1974  
Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

FOR NO USE ONLY

ODI NO.

HL NO.

## OWNER

LAST NAME

FIRST NAME & MIDDLE INITIAL

TELEPHONE NO. (Area Code)

BYRAM BUS LINE INC.

GALE TRANSPORTATION LEASEE

Work Home (201) 974-1101

STREET ADDRESS

CITY

STATE

ZIP CODE

R.D. 5

SEANHOPE

N.J.

07894

## VEHICLE INFORMATION

VEHICLE MAKE & MODEL

MODEL YEAR

BODY STYLE

VEHICLE IDENTIFICATION NO.

CHEVY G-30

1985

VAN

168663555F419954

ENGINE SIZE (CID/CIL) 6.2

MILEAGE

DATE PURCHASED 9/22/85

DEALER'S NAME AND ADDRESS

AIR CONDITIONED

☐ FUEL INJECTION  
☐ GAS ☒ DIESEL

70,000

☒ NEW ☐ USED

ALBERT CHRYSLER  
DOVER N.J.

☐ Yes ☒ No

VEHICLE SPEED AT FAILURE 15

NO CYLINDERS

POWER STEERING

POWER BRAKES

TRANSMISSION

☒ MANUAL (Speed)

☒ AUTOMATIC

☐ Parked

8

☒ Yes ☐ No

☒ Yes ☐ No

☐ 2 ☐ 4 ☐ 5

TYPE TURBO 400

## FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT/PART NAME(S)

LOCATION

FAILED PART(S)

MILEAGE(S) AT FAILURE(S)

NO. OF FAILURES

LEFT LOWER CONTROL ARM

☒ Left ☐ Right

☒ ORIGINAL

64,000

1

GA FINE 14026585

☒ Front ☐ Rear

☐ REPLACEMENT

DATE(S) OF FAILURE(S)

DESCRIPTION OF FAILURE(S)

10/16/87

LEFT LOWER CONTROL ARM CRACKED & BROKE BY

BALL JOINT

## FAILED TIRE INFORMATION

MANUFACTURER

TIRE NAME

SIZE

TYPE FAILURE

CONSTRUCTION

FAILED TIRE

BELT MATERIAL

LOCATION

DOT IDENTIFICATION NO.

☐ Belted ☐ Bias  
☐ Radial

☐ Original  
☐ Replacement

☐ Steel ☐ Fiberglass  
☐ Aramid ☐ Rayon

☐ Right Front ☐ Right Rear  
☐ Left Front ☐ Left Rear  
☐ Spare

\*The identification number consists of about ten letters and numerals following the letters DOT usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

NO. INJURIES

NO. FATALITIES

DESCRIPTION OF ACCIDENT

SIGNATURE OF OWNER

DATE

Don W. W. Fleet Manager GALE TRANSPORTATION

10/16/87



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

The Privacy Act of 1974  
Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

FOR HQ USE ONLY  
ODI NO. \_\_\_\_\_ HL NO. \_\_\_\_\_

OWNER  
LAST NAME FIRST NAME & MIDDLE INITIAL TELEPHONE NO. (Area Code)  
BYRAM BUS LINE INC. (GAUN TRANSPORTATION, LEASEE) 201(584-1101)  
STREET ADDRESS CITY STATE ZIP CODE  
RD 5 STRAHOPE N.J. 07874

VEHICLE INFORMATION  
VEHICLE MAKE & MODEL MODEL YEAR BODY STYLE VEHICLE IDENTIFICATION NO.  
CHEV G-30 1985 VAN 26B6G35J5F4134519  
ENGINE SIZE (CID/CYL) 6.2 MILEAGE DATE PURCHASED 4/1/85 DEALER'S NAME AND ADDRESS AIR CONDITIONED  
☐ FUEL INJECTION ☒ GAS DIESEL 65,000 ☒ NEW ☐ USED AVERA CHEV. INCALHETE VEH. ☐ Yes ☒ No  
VEHICLE SPEED AT FAILURE NO CYLINDERS POWER STEERING POWER BRAKES TRANSMISSION  
☐ Parked 8 ☐ Yes ☐ No ☐ Yes ☐ No ☐ MANUAL (Speed) ☒ AUTOMATIC  
TYPE TURBO 400

FAILED COMPONENT(S)/PART(S) INFORMATION  
COMPONENT/PART NAME(S) LOCATION FAILED PART(S) MILEAGE(S) AT FAILURE(S) NO. OF FAILURES  
LEFT LOWER CONTROL ARM 4 Left ☐ Right ORIGINAL APPROX. 56,000 1  
64 FACT # 14021585 ☒ Front ☐ Rear ☐ REPLACEMENT

DATE(S) OF FAILURE(S) DESCRIPTION OF FAILURE(S)  
6/5/87 LEFT LOWER CONTROL ARM CRACKED & BENT  
BEHIND BALL JOINT. VEHICLE WAS BACKING OUT  
OF DRIVEWAY TURNING FRONT WHEELS TO THE RIGHT

FAILED TIRE INFORMATION  
MANUFACTURER TIRE NAME SIZE TYPE FAILURE  
CONSTRUCTION FAILED TIRE BELT MATERIAL LOCATION DOT IDENTIFICATION NO.  
☐ Belted ☐ Bias ☐ Original ☐ Steel ☐ Fiberglass ☐ Right Front ☐ Right Rear  
☐ Radial ☐ Replacement ☐ Aramid ☐ Rayon ☐ Left Front ☐ Left Rear  
☐ Spare

\*The identification number consists of about ten letters and numerals following the letters DOT, usually located near the rim flange on the side opposite the whitewall or on either side of a black wall tire.

APPLICABLE ACCIDENT INFORMATION  
ACCIDENT NO. INJURIES NO. FATALITIES  
☐ Yes ☒ No

DESCRIPTION OF ACCIDENT  
06/16

SIGNATURE OF OWNER DATE  
Bue-Winning FLEET MANAGER GAUN TRANSPORTATION 11/5/87



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION FORM NO. 108 (Rev. 1-75) (FOR USE ONLY BY THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION)		This form is to be used to report a traffic accident involving a motor vehicle which is the subject of a recall or a safety defect investigation. It is to be filled out by the manufacturer or its representative. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.	
FOR HQ USE ONLY DIVISION _____ SECTION _____ DATE _____		OWNER'S NAME _____ ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____	
FIRST NAME - MIDDLE INITIAL LAST NAME		TELEPHONE NO. (AREA CODE) _____ HOME _____	
STREET ADDRESS CITY _____ STATE _____ ZIP CODE _____		STATE _____ ZIP CODE _____	
VEHICLE INFORMATION			
MAKE & MODEL YEAR _____ MODEL _____ BODY STYLE _____		VEHICLE IDENTIFICATION NO. _____	
ENGINE SIZE (DISPL.) _____ FUEL INJECTION _____ DIESEL _____		MILEAGE _____ DATE PURCHASED _____ NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/>	
MILEAGE _____ DATE PURCHASED _____ NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/>		DEALER'S NAME AND ADDRESS AIR CONDITIONED <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MILEAGE _____ DATE PURCHASED _____ NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/>		TRANSMISSION MANUAL (Speed) <input type="checkbox"/> <input type="checkbox"/> 4 <input type="checkbox"/> 5 AUTOMATIC TYPE _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
COMPONENT/PART NAME(S) LOCATION FAILED PART(S) ORIGINAL <input checked="" type="checkbox"/> REPLACEMENT <input type="checkbox"/>		MILEAGE(S) AT FAILURE(S) NO. OF FAILURES	
TEST(S) OF FAILURE(S) DESCRIPTION OF FAILURE(S)		TEST(S) OF FAILURE(S) DESCRIPTION OF FAILURE(S)	
TEST(S) OF FAILURE(S) DESCRIPTION OF FAILURE(S)		TEST(S) OF FAILURE(S) DESCRIPTION OF FAILURE(S)	
FAILED TIRE INFORMATION			
MANUFACTURER TIRE NAME SIZE TYPE FAILURE		MANUFACTURER TIRE NAME SIZE TYPE FAILURE	
INSTRUCTION FAILED TIRE BELT MATERIAL LOCATION DOT IDENTIFICATION NO.		INSTRUCTION FAILED TIRE BELT MATERIAL LOCATION DOT IDENTIFICATION NO.	
The identification number consists of about ten letters and numerals following the letters DOT usually located near the rim flange on the side of the tire.			
APPLICABLE ACCIDENT INFORMATION			
IDENTIFICATION NO. INJURIES NO. FATALITIES		IDENTIFICATION NO. INJURIES NO. FATALITIES	
DESCRIPTION OF ACCIDENT			
NATURE OF DAMAGE DATE			



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

FOR AGENCY USE ONLY

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

McNEELY

FIRST NAME & MIDDLE INITIAL

ROBERT J.

TELEPHONE NO. (Area Code)

Work: \_\_\_\_\_  
Home: 574 734-5003

STREET ADDRESS

3902 A-GR. DR.

CITY

FORT WORTH

STATE

TX

ZIP CODE

76116

SIGNATURE OF OWNER

*[Signature]*

DATE

10-24-87

VEHICLE IDENTIFICATION NO.\*

VEHICLE MAKE & MODEL

CHEV. CORVETTE SUBURB

MODEL YEAR

1985

CURRENT ODOMETER READING

32627

DATE PURCHASED

1-2-84

DEALER'S NAME, CITY, & STATE

MAC'S CATER  
BIRMINGHAM, ALA

ENGINE SIZE (CID/CC/L)

7.4 LITRE

NO. CYLINDERS

5

TURBO

DIESEL

GAS

FUEL INJECTED

TRANSMISSION TYPE

MANUAL

X 3 4 5 (Speed)

X AUTOMATIC

CRUISE CONTROL

X Yes No

POWER STEERING

X Yes No

POWER BRAKES

X Yes No

AIR CONDITIONED

X Yes No

BODY STYLE

STAWAG

4 DR

2 DR

HATCH BK

VAN

PK UP TRK

OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT, PART NAME(S)

BERKES FAGE - PMSOS WILL NOT STOP WHEN CAR

FIRST BERKE FAGE STARTING COLD

LOCATION

ALL 4

Left

Right

Front

Rear

FAILED PART(S)

X ORIGINAL

C REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

THAT HAS OCCURRED CONTIN-

UALLY THROUGHOUT LIFE OF CAR.

ALL

MANUFACTURER CONTACTED

X YES NO

NHTSA PREVIOUSLY CONTACTED

X YES NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

YES NO

FIRE

YES NO

NUMBER PERSONS INJURED

0

NUMBER OF FATALITIES

0

PROPERTY DAMAGE

(Est.) 0

POLICE REPORT FILED

YES NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

ILLEGIBLE

0018

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME <b>KOHL</b>	FIRST NAME & MIDDLE INITIAL <b>F. STEPHEN</b>	TELEPHONE NO. (Area Code) Work <b>619 579-0628</b> Home <b>619 447-7070</b>
STREET ADDRESS <b>1397 CERRA SEDENO</b>	CITY <b>EL CAYON</b>	STATE <b>CA</b>
SIGNATURE OF OWNER <i>Stephen K. Kohl</i>		ZIP CODE <b>92019</b>
		DATE <b>10/5/87</b>

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. <b>1CK16P226N614F507677</b>	VEHICLE MAKE & MODEL <b>1987 GMC SUBURBAN</b>	MODEL YEAR <b>1987</b>
LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE		
CURRENT ODOMETER READING <b>10267</b>	DATE PURCHASED <b>11-10-81</b> <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED	DEALER'S NAME, CITY, & STATE <b>DEPT GARAGE GUSTING CA 95322</b>
TRANSMISSION TYPE MANUAL <input type="checkbox"/> AUTOMATIC <input checked="" type="checkbox"/> 3 4 5 (Speed)	CRUISE CONTROL <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	POWER STEERING <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	POWER BRAKES <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	AIR CONDITIONED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		ENGINE SIZE (CID/CC/L) <b>454</b> NO. CYLINDERS <b>8</b>
		TURBO <input type="checkbox"/> DIESEL <input checked="" type="checkbox"/> GAS <input checked="" type="checkbox"/> FUEL INJECTED
		BODY STYLE STAWAG <input type="checkbox"/> OR 2 DR <input type="checkbox"/>
		HATCH BK <input type="checkbox"/> VAN <input type="checkbox"/> PK UP TRK <input type="checkbox"/> OTHER <input checked="" type="checkbox"/>

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT PART NAME(S) <b>BRAKES</b>	LOCATION Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/>	FAILED PART(S) <input type="checkbox"/> ORIGINAL <input type="checkbox"/> REPLACEMENT
NO. OF FAILURES	DATE(S) OF FAILURE(S) MILEAGE(S) AT FAILURE(S) VEHICLE SPEED AT FAILURE(S)	MANUFACTURER CONTACTED <input type="checkbox"/> YES <input type="checkbox"/> NO
		NHTSA PREVIOUSLY CONTACTED <input type="checkbox"/> YES <input type="checkbox"/> NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FIRE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NUMBER PERSONS INJURED <b>N/A</b>	NUMBER OF FATALITIES <b>N/A</b>	PROPERTY DAMAGE (Est.) <b>\$ 0</b>	POLICE REPORT FILED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
---	---	--------------------------------------	------------------------------------	---------------------------------------	--

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

\* **VERY HARD TO STOP IN A HARD BRAKING OR PAUSE STOP SITUATION - IT JUST DOESN'T STOP!!**  
- **FORTUNATELY - NO ACCIDENTS YET.**  
- **LOCAL DEALER - EL CAYON, CA (CUNNINGHAM GMC)**  
**SAYS NOTHING CAN BE DONE**  
- **I WOULD NOT WANT TO TRAILER ANYTHING!**

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME <b>STRAUSMAN</b>	FIRST NAME & MIDDLE INITIAL <b>David D</b>	TELEPHONE NO. (Area Code) Work <b>201-221-3456</b> Home <b>201-425-1441</b>	
STREET ADDRESS <b>730 Booth Dr.</b>	CITY <b>Shrewsbury</b>	STATE <b>LA</b>	ZIP CODE <b>71107</b>
SIGNATURE OF OWNER <i>[Signature]</i>		DATE <b>10-20-87</b>	

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. <b>11G5B6C2LW4C15131984</b>		VEHICLE MAKE & MODEL <b>GMC Suburban 2500</b>		MODEL YEAR <b>1982</b>
<small>* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE</small>				
CURRENT ODOMETER READING <b>68250</b>	DATE PURCHASED <b>NEW</b>	DEALER'S NAME, CITY, & STATE <b>Will Buick GMC</b>	ENGINE SIZE (CID/CC/L) <b>454</b>	TURBO <input type="checkbox"/>
		NO. CYLINDERS <b>8</b>	DIESEL <input type="checkbox"/>	
				FUEL INJECTED <input type="checkbox"/>
TRANSMISSION TYPE MANUAL <input type="checkbox"/> AUTOMATIC <input checked="" type="checkbox"/>	CRUISE CONTROL <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	POWER STEERING <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	POWER BRAKES <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	AIR CONDITIONED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3 4 5 (Speed)		BODY STYLE STAWING 4 DR <input checked="" type="checkbox"/>		HATCH BK VAN <input type="checkbox"/>
				PK UP TRK OTHER <input type="checkbox"/>

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT - PART NAME(S) <b>Balks 10 in</b>	LOCATION <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	FAILED PART(S) <input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> REPLACEMENT
NO. OF FAILURES <b>4</b>	DATE(S) OF FAILURE(S) <b>30 DEC - 1982</b>	MANUFACTURER CONTACTED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
	MILEAGE(S) AT FAILURE(S) <b>40-50 MPH</b>	NHTSA PREVIOUSLY CONTACTED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
	VEHICLE SPEED AT FAILURE(S)	

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	FIRE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NUMBER PERSONS INJURED	NUMBER OF FATALITIES	PROPERTY DAMAGE (Est.) <b>\$ 500.00</b>	POLICE REPORT FILED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
---	---	------------------------	----------------------	--	--

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

**Drives Very hard to stop. Have had them worked on 5-6 Times. The last time GMC Representative investigated and had dealer service det. Repair them. This worked for about 3-4 mos now they are in same condition as before**

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

GAMBLE

FIRST NAME & MIDDLE INITIAL

MYRON K

TELEPHONE NO. (Area Code)

Work - 1. Home - (216) 856-4639

STREET ADDRESS

4288 VICTORIA TERR SE

CITY

WARREN

STATE

OH

ZIP CODE

44484

SIGNATURE OF OWNER

Myron K Gamble

DATE

OCT 22 1987

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1GPGC2E6N0E1E1P931

VEHICLE MAKE & MODEL

CHEV SUBURBAN

MODEL YEAR

1984

CURRENT ODOMETER READING

31555

DATE PURCHASED

6/2/84

DEALER'S NAME, CITY, & STATE

WOLLMAN CHEVROLET INC  
488 S HIGH ST  
CORTLAND OH 44410

ENGINE SIZE (CID/CC/L)

350

NO. CYLINDERS

9

TURBO

DIESEL

GAS

FUEL INJECTED

TRANSMISSION TYPE

MANUAL

☒ AUTOMATIC

CRUISE CONTROL

☒ Yes ☐ No

POWER STEERING

☒ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAWAG

HATCH BK

☒ VAN ☐ PK UP TRK ☐ OTHER

## FAILED COMPONENT(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT, PART NAME(S) BRAKE LOCK UP WHEN WET AND HARD BRAKE PADAL

LOCATION

Left Front

Right Rear

FAILED PART(S)

☒ ORIGINAL ☐ REPLACEMENT

PRINT BLISTERING OVER VEHICLE

NO. OF FAILURES

4 ON PAINT

DATE(S) OF FAILURE(S)

SEE

MILEAGE(S) AT FAILURE(S)

BELOW

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☐ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

\$

POLICE REPORT FILED

☐ YES ☐ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

PAINT WAS REPAIRED TWICE UNDER WARRANTY AND TWICE BY MYSELF

PAINT REPAIRED APP. 7-18-84 + 3-85 BY DEALER 6-86 + 6-87 BY MYSELF

BRAKES LOCK UP WHEN ROADWAY IS WET CAUSING LOSS OF

CONTROL VARIOUS DATES + MILEAGE

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974

Public Law 93-579

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U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

COOPER

FIRST NAME & MIDDLE INITIAL

EDDON B

TELEPHONE NO. (Area Code)

Work 1 756-6308  
Home 561 756-6308

STREET ADDRESS

R-2 Box 193

CITY

Lowell

STATE

Or

ZIP CODE

72755

SIGNATURE OF OWNER

Edon B Cooper

DATE

10-26-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

1GWBRR26N0AF133831

VEHICLE MAKE & MODEL

Chrysler Suburban

MODEL YEAR

1987

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER

READING

4950

DATE

PURCHASED 6-17-87

DEALER'S NAME, CITY, & STATE

Best Service  
Springdale Ar 72765

ENGINE SIZE

(CID/CC/L) 454

NO. CYLINDERS 8

☐ TURBO

☐ DIESEL

☒ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

☒ MANUAL

☒ AUTOMATIC

CRUISE

CONTROL

☒ Yes ☐ No

POWER

STEERING

☒ Yes ☐ No

POWER

BRAKES

☒ Yes ☐ No

AIR

CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAWAG

☒ 2 DR

☐ 4 DR

HATCH BK

☐ VAN

☐ PICK UP TRUCK

☒ OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

Brakes

LOCATION

☐ Left ☒ Right

☐ Front ☒ Rear

FAILED PART(S)

☐ ORIGINAL

☒ REPLACEMENT

NO. OF FAILURES

2 each time used

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER

CONTACTED

☐ YES ☒ NO

NHTSA PREVIOUSLY

CONTACTED

☐ YES ☒ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS

INJURED NA

NUMBER OF FATALITIES

NA

PROPERTY DAMAGE

(Est.) NA

POLICE 'SPOT

FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Brakes there too hard & pedal move like a  
Mechanical brake rather than the assisted.  
On two occasions I have had to pull off of  
the road to keep from back ending  
another car, and I was not driving to  
blame.

They just need to be corrected before  
I will feel safer driving it. We have  
two other vehicles & have no problem.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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Traffic Safety Act and subsequent amendments. You are under no obligation  
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In determining whether a manufacturer should take appropriate action to cor-  
rect a safety defect, if the NHTSA proceeds with administrative enforcement  
of litigation against a manufacturer, your response, or a statistical summary  
thereof, may be used in support of the agency's action.



U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

Porter

FIRST NAME & MIDDLE INITIAL

Lyle J.

TELEPHONE NO. (Area Code)

Work ( )  
Home (202) 3341486

STREET ADDRESS

1330 So. Johnson St.

CITY

Casper

STATE

Wyo

ZIP CODE

82601

SIGNATURE OF OWNER

Lyle J. Porter

DATE

10-31-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1G79K64M7F5504853

VEHICLE MAKE & MODEL

G.M.C.

MODEL YEAR

1985

LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

32400

DATE PURCHASED

11-84

DEALER'S NAME, CITY, & STATE

Becker Del. + N.M.C.

ENGINE SIZE (CID/CC/L)

350

NO. CYLINDERS

8

☐ TURBO

☐ DIESEL

☒ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL

☒ AUTOMATIC

CRUISE CONTROL

☒ Yes ☐ No

POWER STEERING

☒ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAWAG

4 DR

2 DR

HATCH BK

☐ VAN

☐ PICK UP TRK

☐ OTHER

## FAILED COMPONENTS/PARTS INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

BRAKES

LOCATION

☐ Left ☐ Right

☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☒ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

\$

POLICE REPORT FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

On several occasions and a gradual or  
force stop the vehicle didn't seem  
to respond.

01/23

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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U.S. Department of  
Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

Rodeschm

FIRST NAME & MIDDLE INITIAL

Scorn A

TELEPHONE NO. (Area Code)

Work ( )  
Home ( )

STREET ADDRESS

4949 France Ave.

CITY

No. Charleston

STATE

SC

ZIP CODE

29406

SIGNATURE OF OWNER

DATE

11-17-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

C C Z A G 4 F I 7 6 4 B 4

VEHICLE MAKE & MODEL

Chev Suburban

MODEL YEAR

1974

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER

10000

DATE

4/74

DEALER'S NAME, CITY, & STATE

Glas. State

ENGINE SIZE

454

NO. CYLINDERS

8

☐ TURBO

☐ DIESEL

☐ GAS

☐ FUEL INJECTOR

TRANSMISSION TYPE

☐ MANUAL

☐ 3 ☐ 4 ☐ 5 (Speed)

☒ AUTOMATIC

CRUISE CONTROL

☒ Yes ☐ No

POWER STEERING

☐ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAWAG

4 DR

2 DR

HATCH BK

VAN

PK UP TRK

OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

Brakes

LOCATION

☐ Left ☐ Right

☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☒ YES ☐ NO

NTSA PREVIOUSLY

CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☐ NO

FIRE

☐ YES ☐ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

\$

POLICE REPORT FILED

☐ YES ☐ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

The Chev Suburban never did have proper brakes for its weight & size

0124

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 92-579

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U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

FOR AGENCY USE ONLY

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

CAKLEY

FIRST NAME & MIDDLE INITIAL

ERNEST W

TELEPHONE NO. (Area Code)

Work ( ) RET.

Home (918) 786-0664

STREET ADDRESS

7032 W. H. TAKER AVE

CITY

VAN NUYS

STATE

CA

ZIP CODE

91406

SIGNATURE OF OWNER

*E. W. Cakley*

DATE

11/4/87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1K8EC22L2FF112255

VEHICLE MAKE & MODEL

CHEV SUBURBAN

MODEL YEAR

85

LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

25000

DATE

PURCHASED JULY 85

DEALER'S NAME, CITY, & STATE

P.P. CAL

ENGINE SIZE (CID/CC/L)

154

NO. CYLINDERS

5

☐ TURBO

☐ DIESEL

☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL

☐ 3 ☐ 4 ☐ 5 (Speed)

☒ AUTOMATIC

CRUISE CONTROL

☒ YES ☐ NO

POWER STEERING

☒ YES ☐ NO

POWER BRAKES

☒ YES ☐ NO

AIR CONDITIONED

☒ YES ☐ NO

BODY STYLE

STANWAG

4 DR

HATCH BK

2 DR

PER UP TR

OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

Brakes

LOCATION

☐ Left ☐ Right

☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☒ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

0

NUMBER OF FATALITIES

0

PROPERTY DAMAGE (Est.)

\$ 0

POLICE REPORT FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

POOR LOW SPEED PAUSE STOPS

TRUCKER ELY BRAKES ARE NORMAL

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA

in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

FOR AGENCY USE ONLY

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

POSCHNER

FIRST NAME & MIDDLE INITIAL

KARL G.

TELEPHONE NO. (Area Code)

Work ( ) Home (201) 245-6621

STREET ADDRESS

6 RED OAK LA

CITY

KENILWORTH

STATE:

N.J.

ZIP CODE

07033

SIGNATURE OF OWNER

DATE

OCT 29, 1987

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

1G56C2G64F528191B3

VEHICLE MAKE & MODEL

GMC SUBURBAN

MODEL YEAR

1985

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER  
READING

40400

DATE PURCHASED

6-1985  
X NEW ☐ USED

DEALER'S NAME, CITY, & STATE

SPRINGFIELD GARAGE  
MOORE AVE  
SPRINGFIELD N.J. 07081

ENGINE SIZE  
ICD/CC/LI

454  
NO. CYLINDERS 8

☐ TURBO  
☐ DIESEL  
☒ GAS  
☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL  
X3 ☐ 4 ☐ 5 (Speed)

X AUTOMATIC

CRUISE CONTROL

X Yes ☐ No

POWER STEERING

X Yes ☐ No

POWER BRAKES

X Yes ☐ No

AIR CONDITIONED

X Yes ☐ No

BODY STYLE

STAWAG  
2 DR

HATCH BK  
VAN  
PK UP TRK  
OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

BRAKES

LOCATION

☐ Left ☐ Right  
☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL  
☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☐ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPROPRIATE ACCIDENT INFORMATION

ACCIDENT

☐ YES X NO

FIRE

☐ YES X NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

\$

POLICE REPORT FILED

☐ YES X NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(ES)

THIS VEHICLE IS HARD TO STOP. IT IS NECESSARY TO STEP REAL HARD ON THE BRAKE TO MAKE IT STOP.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA.

In determining whether a manufacturer should take appropriate action to correct a safety defect, if the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, if a substantial safety threat, may be used in support of the agency's action.

DP-88-003

Form Approved OMB No. 2127-0028

<b>VEHICLE OWNER'S QUESTIONNAIRE</b> <small>U.S. Department of Transportation National Highway Traffic Safety Administration</small>		<b>FOR AGENCY USE ONLY</b> <div style="display: flex; justify-content: space-between;"> <div style="width:45%;">REFERENCE NO.</div> <div style="width:45%;">DATE RECEIVED</div> </div>	
OWNER INFORMATION (TYPE OR PRINT)			
LAST NAME <i>WILLIAMS</i>		FIRST NAME & MIDDLE INITIAL <i>RONALD G.</i>	
STREET ADDRESS <i>COMMUNICATIONS TRAINING INC.</i>		CITY <i>ARLINGTON</i>	TELEPHONE NO. (Area Code) Work (702) <i>457 0181</i> Home ( ) <i>1222</i>
3307 ABERNATHY DRIVE <i>SUITE 200</i>		STATE <i>TX</i>	ZIP CODE <i>76731</i>
SIGNATURE OF OWNER <i>Ronald G. Williams</i>		DATE <i>4 NOVEMBER 88</i>	
VEHICLE INFORMATION			
VEHICLE IDENTIFICATION NO. <i>SEE ATTACHED</i>		VEHICLE MAKE & MODEL <i>K-10 4 DO SUBURBAN - CLEVELAND</i>	
<small>* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE</small> CURRENT ODOMETER READING <div style="border: 1px solid black; width: 100px; height: 20px; margin-top: 5px;"></div>		MODEL YEAR <div style="display: flex; justify-content: space-between;"> <div>1985</div> <div>1986</div> <div>1987</div> </div>	
DATE PURCHASED <i>Vehicle</i> <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED		DEALER'S NAME, CITY, & STATE <i>SEE ATTACHED</i>	
TRANSMISSION TYPE MANUAL <input type="checkbox"/> <input checked="" type="checkbox"/> AUTOMATIC 3    4    5 (Speed)		ENGINE SIZE (CID/CC/LI) NO. CYLINDERS <i>2</i> TURBO <input type="checkbox"/> DIESEL <input checked="" type="checkbox"/> FUEL INJECTED <input type="checkbox"/>	
CRUISE CONTROL <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		POWER STEERING <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
AIR CONDITIONED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		BODY STYLE STAWAG <input type="checkbox"/> HATCH BK <input type="checkbox"/> 2 DR <input type="checkbox"/> VAN <input type="checkbox"/> 2 DR <input type="checkbox"/> PK UP TRK <input type="checkbox"/> OTHER <i>SUBURBAN</i>	
FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)			
COMPONENT PART NAME(S)		LOCATION Left    Right Front    Rear	FAILED PART(S) <input type="checkbox"/> ORIGINAL <input type="checkbox"/> REPLACEMENT
NO. OF FAILURES	DATE(S) OF FAILURE(S) MILEAGE(S) AT FAILURE(S) VEHICLE SPEED AT FAILURE(S)	MANUFACTURER CONTACTED <input type="checkbox"/> YES <input type="checkbox"/> NO	NHTSA PREVIOUSLY CONTACTED <input type="checkbox"/> YES <input type="checkbox"/> NO
APPLICABLE ACCIDENT INFORMATION			
ACCIDENT <input type="checkbox"/> YES <input type="checkbox"/> NO	FIRE <input type="checkbox"/> YES <input type="checkbox"/> NO	NUMBER PERSONS INJURED	NUMBER OF FATALITIES
PROPERTY DAMAGE (\$)		POLICE REPORT FILED <input type="checkbox"/> YES <input type="checkbox"/> NO	
NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)			
<i>NUMEROUS PROBLEMS OF STOPPING PROBLEMS WITH LIGHT BRONZE UNIT #403.</i> <i>COMPLAINT OF AREA BRAKE PEDAL AND OCCASIONAL PROBLEMS STOPPING IN A HURRY.</i> <i>I CONTROL A FLEET OF 75 VEHICLES MOST OF WHICH ARE SUBURBANS</i>			
01027			

CONTINUE ON BACK IF NEEDED

Chevrolet Dealers  
COMMUNICATIONS TRANSMISSION INC.

1. MONNA CHEVESELT  
8805 NORTH IH-35  
AUSTIN, TEXAS 78753
2. BOBBY LAYMAN CHEVESELT, INC.  
3900 WEST BROAD STREET  
COLUMBUS, OHIO 43228
3. ROYAL CHEVESELT / OLDS  
HIGHWAY 291 NORTH  
P.O. BOX 1  
HARRISONVILLE, MISSOURI 64701
4. TAYLOR HALL MOTORS, INC.  
115 SOUTH ZINC  
DEMING, NEW MEXICO 88030
5. CHARLIE GRAHAM, INC.  
P.O. BOX 1060  
ELY, NEVADA 89225
6. O'LEARY CHEVESELT  
P.O. BOX 12828  
TUCSON, ARIZONA 85732

XX

0028

GEOPHYSICAL SURVEILLANCE

COMMUNICATIONS TRANSMISSION, INC.

YEAR	VEHICLE IDENTIFICATION NUMBER	YEAR	VEHICLE IDENTIFICATION NUMBER
1986	1G8EK26M1GFI13284	1985	1G8EK26M377159822
1985	1G8EK26M4FF153561	1985	1G8EK26M9FF159968
1987	1GNGV26K5HF158094	1986	1G8EK16L1GF160526
1987	1GNGV26K3HF159578	1986	1G8EK16M4GF160987
1985	1G8EK26M5FF214271	1986	1G8EK16L1GF161434
1985	1G8EK26M0FF244405	1985	1G8EK18H3FF183121
1986	1G8EK26M1GF122009	1985 <sup>3-10</sup> <sub>for 4P</sub>	1GCKS1489F2188247
1986	1G8EK26M0GF127766	1985	1G8EK26M4FF190190
1986	1G8EK26M4GF136423	1986	1G8EK16L6GF108146
1986	1G8EK26M3GF138759	1986	1G8EK16L5GF137038
1986	1G8EK26M9GF153251	1986	1G8EK16L9GF138189
1986	1G8EK26M6ZF153804	1985	1G8EK26M0SE158479
1986	1G8EK26M7GF161316	1986	1G8EK16LXGF171556
1986	1G8EK26M1GF179469	1986	1G8EK26M8GF178595
1986	1G8EK16L5GF117274	1986	1G8EK26M6GF196705
1986	1G8EK16LFGX156300	1985	1G8EK16L8FF196941
1986	1G8EK16L6GF156357	1985	1G8EK16L3FF198242
1985	1G8EK26M8FF158472	1985	1G8EK16L3FF198595
1985	1G8EK26M2SF164669	1985 <sup>3-10</sup>	1G8EK6L9FF200575
1986	1G8EK16L8GF170308	1985 <sub>for 4P</sub>	1G6CS140FB217527
1985	1G8EK16L0FF199526	1986	1G8EK16L0GF119708
1985	1G8EK16L6FF199529	1986	1G8EK16L7GF121469
1985	1G8EK16L6GF201229	1986	1G8EK16L2GF126207
1986	1G8EK16L5GF126203	1988	1GNEV16L9JF105972
1986	1G8EK16L7GF151206	1988	1GNEV16L9JF105976 <sup>2</sup>
1986	1G8EK16L4GF151495	1988	1GNGV26K7JF106486



Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail.

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O T

MANUFACTURER/TIRE NAME

FIREFSTONE

TRUCK TRES  
SIZE  
11W-100R

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

VEHICLE SOLD TO DEALER 11/86

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations, NEF-10  
400 7th Street, SW  
Washington, DC 20590





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

FOR AGENCY USE ONLY (Do not fill in)

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

WILCOX

FIRST NAME & MIDDLE INITIAL

ROGER E.

TELEPHONE NO.

602-633-0866

Work:

Home: 602-948-6742

STREET ADDRESS

5135 Tomahawk Trail

CITY

Paradise Valley

STATE

AZ

ZIP CODE

85053

SIGNATURE OF OWNER

DATE

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

1G8EC161F2110921

VEHICLE MAKE & MODEL

Chevrolet, Suburban

MODEL YEAR

1985

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER  
READING

DATE

PURCHASE 9/8/85

DEALER'S NAME, CITY, & STATE

Brown & Brown Chevrolet

ENGINE SIZE

5.7L

(CID/CC/L)

NO. CYLINDERS

8

☐ TURBO

☐ DIESEL

☒ GAS

☐ FUEL INJECTED

☒ NEW ☐ USED

TRANSMISSION TYPE

☐ MANUAL

☒ AUTOMATIC

CRUISE  
CONTROL

☒ Yes ☐ No

POWER  
STEERING

☒ Yes ☐ No

POWER  
BRAKES

☒ Yes ☐ No

AIR  
CONDITIONED

☒ Yes ☐ No

BODY STYLE

STANWAG

4 DR

2 DR

☒ HATCH BK

☐ VAN

☐ PK UP TRK

☐ OTHER

## FAILED COMPONENTS/PARTS INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

Brakes:

LOCATION

☒ Left

☒ Right

☐ Front

☐ Rear

FAILED PART(S)

☒ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

8 One

DATE(S) OF FAILURE(S)

Feb. 15, 1987

MILEAGE(S) AT FAILURE(S)

40-45 mph.

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER  
CONTACTED

☐ YES ☒ NO

NHTSA PREVIOUSLY  
CONTACTED

☐ YES ☒ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT ☒

FIRE

☐ YES ☒ NO

NUMBER PERSONS  
INJURED

One

NUMBER OF FATALITIES

none

PROPERTY DAMAGE

(Est.) \$

12

POLICE REPORT

☒ YES ☐ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

I was traveling down Cactus Road, Phoenix Arizona, at about 2/30 PM in the afternoon when a 9 year old boy suddenly turned his bicycle across my path. I slammed the brakes, and, they locked and skidded a long distance, about feet. I was sure I was not going over the speed limit but the officers reviewing the accident said my skid marks indicated I was going much faster. We have pictures of the skid marks that indicate that the front brakes locked almost immediately and skidded. I took the car to the Chevrolet people that have repaired for it was told that they were O.K. However, less than 1000 miles later I had to have the brakes completely overhauled at a cost of \$222.00. They continue to work poorly. We recognized early on that they were inadequate and visited the Chevrolet CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D

O

T

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

and were told that there was nothing wrong. I was fearful of driving the car and drove it only when I had to carry a group of people etc. My wife drove it a lot, since it was her main car. She now has another car and so seldom drive it. I plan to sell it and get some other type of big carrying vehicle.

85

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations, NEF-10  
400 7th Street, SW  
Washington, DC 20590

0033





Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O

MANUFACTURER/TIRE NAME

SIZE

The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

right wheels at one time. I could see that I was headed  
for the left end of a bridge abutment while the road was  
curving to the right. I fought desperately to steer the  
truck back to the right, realizing at that time that the  
truck would not steer right. I told my wife, Hold on  
I cannot turn the steering wheel to the right, we  
are going to hit the bridge. Upon impact with the  
left <sup>left front</sup> end of the truck the wheels attempted to  
climb the abutment.

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations, NEF-11  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

0035

DP27-003



U.S. Department of Transportation  
National Highway Traffic Safety Administration

VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

FOR AGENCY USE ONLY

DATE RECEIVED

OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

ALLEN

FIRST NAME & MIDDLE INITIAL

Garold E

TELEPHONE NO. (Area Code)

Work 800-1  
Home (314) 792-0777

STREET ADDRESS

3320 17th

CITY

Great Bend

STATE

Ks

ZIP CODE

67530

SIGNATURE OF OWNER

Garold E Allen

DATE

10/14/87

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1G4FGC-1U9-F-13716

VEHICLE MAKE & MODEL

Chevrolet Suburban C-20

MODEL YEAR

1985

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

34220 ✓

DATE PURCHASED

5/6/82

DEALER'S NAME, CITY, & STATE

Manassas in Che. 1st  
Mo. 1st to n

ENGINE SIZE (CID/CC/L)

440  
NO. CYLINDERS 8

TURBO

DIESEL  
GAS  
FUEL INJECTED

TRANSMISSION TYPE

MANUAL 3 4 5 (Speed)

☒ AUTOMATIC

CRUISE CONTROL

☒ Yes ☐ No

POWER STEERING

☒ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAWAG 4 DR  
2 DR

HATCH BK

VAN  
PK UP TRK  
OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT PART NAME(S)

Front & Rear

LOCATION

Left: Front Right: Rear

FAILED PART(S)

☐ ORIGINAL  
☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☐ YES ☒ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE

Est. \$

POLICE REPORT FILED

☐ YES ☒ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

*responsive*  
We do not have the first time the auto is driven in the day. As more stops are accomplished, the brakes increase their function until they are finally reasonably satisfactory. In no way do they equal the quality of braking we had on our 1979 Chev. Suburban. Our dealer has adjusted the proportional valve, and made other adjustments and they have helped; but they are still marginal in early day's operation. When we first took delivery, we complained about the no-brake situation, but received no satisfaction. After an extended trip to New York state pulling our 31' Airstream travel trailer, we learned we had been using only our front brakes to stop. The rear ones were not functioning. We were advised they had not been set at CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA

in determining whether a manufacturer should take appropriate action to recall a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response or a statistical summary thereof, may be used in support of the agency's action.

5038

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O T

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

*the factory and required the equivalent of 26 "clicks" to bring to proper operation.*

*Thus we could have never adjusted them by going in reverse and applying braking severely.*

*We were glad we have used defensive driving to avoid an unpleasant situation!*

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20580

Official Business  
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations, NEF-10  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

01137





U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

Mercer

FIRST NAME & MIDDLE INITIAL

Robert D.

TELEPHONE NO. (Area Code)

Home 617/440-807

STREET ADDRESS

679 Mundy Terrace El Cajon

CITY

STATE

Ca

ZIP CODE

92020

SIGNATURE OF OWNER

DATE 10-9-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1G5C62643GF5247061

VEHICLE MAKE & MODEL

GMC Suburban

MODEL YEAR

1986

LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER  
READING

9528

DATE PURCHASED 5-8-86

NEW USED

DEALER'S NAME, CITY, & STATE

Depot Garage  
Visalia, CA 93282

ENGINE SIZE  
(CID/CC/L)

454

NO. CYLINDERS

8

TURBO

DIESEL

☒ GAS

FUEL INJECTED

TRANSMISSION TYPE

MANUAL

3

☒ AUTOMATIC

5 (Speed)

CRUISE  
CONTROL

☒ Yes ☐ No

POWER  
STEERING

☒ Yes ☐ No

POWER  
BRAKES

☒ Yes ☐ No

AIR  
CONDITIONED

☒ Yes ☐ No

BODY STYLE

STATION WAGON

4 DR

2 DR

HATCH BACK

☐ VAN

☐ PICK UP TRUCK

☐ OTHER ☒ Suburban

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT PART NAME(S)

Tires

LOCATION

Left Right

Front Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

1

DATE(S) OF FAILURE(S)

5/8/86

VEHICLE SPEED AT FAILURE(S)

45 mph

MANUFACTURER

CONTACTED

☒ YES ☐ NO

NHTSA PREVIOUSLY

CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☒ YES ☐ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS  
INJURED

0

NUMBER OF FATALITIES

0

PROPERTY DAMAGE

(Est.) \$

0

POLICE REPORT

FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Brakes will not stop in acceptable distance  
Worked on 3 times  
before in El Cajon at Cunningham GMC  
dates 8/13/86  
10/30/86  
2/17/87  
Once at East County Alignment → 8/22/86  
Shocks were not adequate - Replaced 5/2/86 I was  
refunded \$54 by Depot Garage one bill of 305.96  
and 700 from them later

CONTINUE ON BACK (SEEDED)

The Privacy Act of 1974  
Public Law 93-579

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Traffic Safety Act and subsequent amendments. You are under no obligation  
to respond to this questionnaire. Your response may be used to assist the NHTSA

in determining whether a manufacturer should take appropriate action to cor-  
rect a safety defect. If the NHTSA proceeds with administrative enforcement  
or litigation against a manufacturer, your response, or a statistical summary  
thereof, may be used in support of the agency's action.



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

# VEHICLE OWNER'S QUESTIONNAIRE

FOR AGENCY USE ONLY

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

Arnold

FIRST NAME & MIDDLE INITIAL

Kenneth R.

TELEPHONE NO. (Area Code)

Work 213 490-0307

Home 213 595-7458

STREET ADDRESS

3960 Olive Street

CITY

Long Beach

STATE

CA

ZIP CODE

90807

SIGNATURE OF OWNER

*Kenneth R. Arnold*

DATE

10-10-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

1G56C26W9GF532942

VEHICLE MAKE & MODEL

GMC Suburban

MODEL YEAR

1986

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER  
READING

17000

DATE  
PURCHASED

9/16/86  
X NEW USED

DEALER'S NAME, CITY & STATE

ENGINE SIZE  
(CID/CC/

NO. CYLINDERS

454

8

TURBO

DIESEL

X GAS  
FUEL INJECTED

TRANSMISSION TYPE

MANUAL  
3 4 5 (Speed)

X AUTOMATIC

CRUISE  
CONTROL

X Yes No

POWER  
STEERING

X Yes No

POWER  
BRAKES

X Yes No

AIR  
CONDITIONED

X Yes No

BODY STYLE

STAWAG  
4 DOOR

2 DOOR

HATCH BK  
VAN

PK UP TRK

OTHER

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT PART NAME(S)

Brake System

LOCATION

Left

Front

Right

Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER  
CONTACTED

YES NO

NHTSA PREVIOUSLY  
CONTACTED

YES NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

YES NO

FIRE

YES NO

NUMBER PERSONS  
INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE

(Est.)

\$

POLICE REPORT  
FILED

☐ YES ☐ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

I have not had any accidents or failures with this vehicle.

I had another Suburban before this one and it had a 350 engine.

I had many problems with its brake system.

I was told the brake system in this new vehicle would be adequate.

although these brakes scare me to death under certain conditions.

0040

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.





U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

FOR AGENCY USE ONLY

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

FITZSIMMONS

FIRST NAME & MIDDLE INITIAL

LEWIS H.

TELEPHONE NO. (Area Code)

Work ( )  
Home W08-349697

STREET ADDRESS

1025 Potosi Drive

CITY

Montenoy

STATE

Calif.

ZIP CODE

93940

SIGNATURE OF OWNER

Lewis H. Fitzsimmons

DATE

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

6C5367F1683194

VEHICLE MAKE & MODEL

Chevrolet #20 Suburban

MODEL YEAR

1977

LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

98464

DATE PURCHASED

3-30-77

DEALER'S NAME, CITY, & STATE

Prodo Chevrolet

ENGINE SIZE

454

☐ TURBO

☐ DIESEL

NO. CYLINDERS

8

☒ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

MANUAL ☐ AUTOMATIC ☒

CRUISE CONTROL

☐ Yes ☒ No

POWER STEERING

☒ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

STAGWAG

HATCH BK

☐ YES ☒ NO

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

BRAKES

LOCATION

☐ Left ☐ Right

☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☐ YES ☒ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☒ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE

(Est.)

\$

POLICE REPORT FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

1. Disc brakes engage before rear drum brakes - on a wet street attempting a turn - front brakes lock up - consequently the vehicle continues in a straight line

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

and pursuant to authority vested in the National Highway Traffic Safety Administration. You are under no obligation to furnish. Your response may be used to assist the NHTSA

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U.S. Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

1077 005 00 01-10-87

## FOR AGENCY USE ONLY

REFERENCE NO.

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

Judd

FIRST NAME & MIDDLE INITIAL

Eugene R

TELEPHONE NO. (Area Code)

Work (714) 929-3019  
Home

STREET ADDRESS

1347 Pepper Tree Dr. Hemet

CITY

STATE

ZIP CODE

Calif 92343

SIGNATURE OF OWNER

Eugene R. Judd

DATE

10-16-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1F5G C26W5AF532C93

VEHICLE MAKE & MODEL

GMC Suburban

MODEL YEAR

1985

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

17000

DATE PURCHASED

9-28-85

DEALER'S NAME, CITY, & STATE

TRI-Buick-Font. Hemet, Calif

ENGINE SIZE (CID/CC/L)

454

NO. CYLINDERS

8

☐ TURBO

☐ DIESEL

☒ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL

☒ AUTOMATIC

CRUISE CONTROL

☒ Yes ☐ No

POWER STEERING

☒ Yes ☐ No

POWER BRAKES

☒ Yes ☐ No

AIR CONDITIONED

☒ Yes ☐ No

BODY STYLE

☒ STATION WAGON

☐ HATCH BK

☐ VAN

☐ PICK UP TRK

☐ OTHER

## FAILED COMPONENTS(PARTS) INFORMATION (REPORT TIRE INFORMATION ON SA-7)

COMPONENT(PART NAME(S))

Brakes & Brake line connecting rear brake

LOCATION

☐ Left ☐ Right

☐ Front ☒ Rear

FAILED PART(S)

☒ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

1

DATE(S) OF FAILURE(S)

Mar 1987

MILEAGE(S) AT FAILURE(S)

14000

VEHICLE SPEED AT FAILURE(S)

45 MPH

MANUFACTURER CONTACTED

☒ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (\$)

0

POLICE REPORT FILED

☐ YES ☒ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Brake line had not been properly installed at factory and vibration caused it to wear thru. I was going down hill at the time, but fortunately I was towing an airstream and I used the trailer brakes to get me home. Also from the time the vehicle was new it has had a very hard pedal, thus is hard to stop for the 10-15 miles.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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DP88-003

Form Approved OMB No. 2127-0001



US Department of Transportation  
National Highway Traffic Safety Administration

# VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO.

FOR AGENCY USE ONLY

DATE RECEIVED

## OWNER INFORMATION (TYPE OR PRINT)

LAST NAME

GRIFFIN

FIRST NAME & MIDDLE INITIAL

MARION W.

TELEPHONE NO. (Area Code)

Work ( )  
Home ( )

STREET ADDRESS

R#5 BOX 310

CITY

LIVINGSTON

STATE

TX

ZIP CODE

77351

SIGNATURE OF OWNER

*Marion W. Griffin*

DATE

10-12-87

## VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.\*

1G5G6C2GWRFF3G9716

VEHICLE MAKE & MODEL

GMC SUBURBAN

MODEL YEAR

1985

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

390000

DATE PURCHASED

6-85

DEALER'S NAME, CITY, & STATE

SHARP WIDEN  
CONNERSVILLE, IND

ENGINE SIZE (CID/CC/L)

454

NO. CYLINDERS

8

☐ TURBO

☐ DIESEL

☐ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL  
☒ 3 4 5 (Speed)

CRUISE CONTROL

☒ YES ☐ NO

POWER STEERING

☒ YES ☐ NO

POWER BRAKES

☒ YES ☐ NO

AIR CONDITIONED

☒ YES ☐ NO

BODY STYLE

STANWAG 4 DR

HATCH BE

☐ VAN ☐ PICK UP TRK ☐ OTHER SUV

## FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

Brakes

LOCATION

☐ Left ☐ Right  
☐ Front ☐ Rear

FAILED PART(S)

☐ ORIGINAL  
☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

☐ YES ☐ NO

NHTSA PREVIOUSLY CONTACTED

☐ YES ☐ NO

## APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

\$

POLICE REPORT FILED

☐ YES ☐ NO

## NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

DRAGLET CLIVE OUT IN LOW SPEED

PANIC STOPS

NEVER FEEL I CAN DEPEND ON THEM

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974  
Public Law 93-579

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in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Current Product  
Engineering

General Motors Corporation

RE: 120 08

January 12, 1988

GM-278A

Mr. Michael B. Brownlee  
Director  
Office of Defects Investigation Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

NEF-121rpb  
SA88-007

Dear Mr. Brownlee:

This is to document our telephone conversation of January 12, 1988 in which I requested additional time to provide the materials requested relative to the above identified inquiry.

This extension is necessary to complete the record searches and compilation of materials in response to your request. We anticipate completion and submission of our response to the subject inquiry by January 29, 1988.

Very truly yours,

J. Thomas Terry  
Manager

Product Investigations

306102

000044

26 198

Mr. C. Thomas Terry  
Manager, Product Investigations  
General Motors Technical Center  
30200 Mound Road  
Warren, MI 48090

NEF-121rfh  
EA88-007

Dear Mr. Terry:

This responds to your letter dated January 12, 1988, requesting an extension of time to provide the information requested in our letter of November 19, 1987, pertaining to EA88-007.

Based on the information you have provided, your request for an extension to January 29, 1988, is granted. However, any available information should be submitted as soon as possible.

Sincerely,

*Original signed by*  
*Robert F. Belliveau*

Michael B. Brownlee, Director  
Office of Defects Investigation  
Enforcement

000045



Current Product  
Engineering

General Motors Corporation

RECEIVED

January 25, 1988

1988 FEB -2 PM 2:06

GM-278A

DEFECTS INVESTIGATION

Mr. Michael B. Brownlee  
Director  
Office of Defects Investigation Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

NEF-121rpb  
EA88-007

Dear Mr. Brownlee:

This is in response to your November 19, 1987 letter relative to alleged cracking of the lower control arms on 1984-1987 Chevrolet and GMC 30 series trucks.

Your questions and our corresponding replies are as follows:

1. Furnish the number of subject vehicles sold by GM in the U.S. by make, model model year. and type of engine.

Vehicle sales data are provided as Attachment 'A'

2. Furnish the number and copies of all owner reports or consumer complaints received by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports or complaints whether or not GM has verified each report.

No owner complaints or consumer reports not previously known to NHTSA have been identified in response to this item.

3. Furnish the number and copies of all other reports, complaints, surveys, or investigations from all sources either received or authorized by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports whether or not GM has verified each report, including all correspondence, notes, memoranda, and other records pertaining or relating to the performance of the lower control arm assemblies (or components thereof) on the subject vehicles.

A total of 25 reports (27 VINs) pertaining to the alleged defect in the subject vehicles have been identified in response to this item. Copies of these reports are provided in Attachment "B". Documents pertaining to surveys or investigations are provided in response to item 3 below (Attachment "H").

306371

4. Identify and describe each accident or subrogation claim (including the names, addresses, and telephone numbers of the owner/occupants involved) of which GM is aware on the subject vehicles and which may have occurred due to circumstances, conditions, or problems caused by the alleged defect. Furnish all reports whether or not GM has verified each report.

The first 3 reports in Attachment "B" contain allegations of collision accidents. The information requested, to the extent available, is included in the reports.

5. Identify all lawsuits, both pending and closed, by title, location and docket number in which GM is or was a defendant (or codefendant) pertaining to, at least in part, the control arm assemblies (or components thereof) on the subject vehicles. Provide a brief synopsis of each case, including GM's analysis of the incident, the identification of the vehicle (model series, model year, and VIN) the date of the incident which was the basis for the lawsuit, the date the lawsuit was filed, and the vehicle owner's name, address, and telephone number. Identify all parties involved in the lawsuit.

No product liability lawsuits have been identified in response to this item.

6. Furnish the number of warranty claims related to the alleged defect on the subject vehicles by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date. Each problem claim code must be identified.

Warranty claims cannot be identified on the basis of a phenomenon or a failure or malfunction in a complex assembly or system. Warranty record searches require identification of specific labor operations and appropriately selected trouble codes. Furthermore, the warranty records you have requested do not contain sufficient information to establish the condition of the part in question at the time of the warranty correction.

In an attempt to satisfy your request, a listing of warranty data representing claims which may have been filed as a result of replacement of front lower control arm assemblies is provided in Attachment "C". This data was obtained from warranty records which include all trouble codes associated with the following labor operations.

Labor  
Operation

Description

E3530	Arm Assembly, Front Control Lower Right, Replace
E3531	Arm Assembly, Front Control Lower Left, Replace
E3537	Arm Assembly, Front Control Lower - Both, Replace

000047

7. Furnish the number of left and right lower control arm assemblies furnished for replacement on subject vehicles under any type of Goodwill Policy by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date.

General Motors has not established any "Goodwill Policy" pertaining to lower control arms on the subject vehicles beyond the normal warranty coverage. Warranty claims beyond the time/mileage normal warranty coverage are handled on an individual basis both by dealers and General Motors service personnel. Attachment "C1" contains a listing of warranty claims beyond the time/mileage limits of normal warranty. These claims are a subset of the warranty claims provided in Attachment "C". These records do not contain sufficient information to establish the condition of the part in question at the time of correction, nor do they indicate the reason for honoring the claim beyond the normal warranty coverage.

In addition, General Motors has provided 13 left control arms and 13 right control arms to the San Diego Unified School District for replacement of lower control arms on their vehicles.

8. Furnish the number of the following components or assemblies sold for use on the subject vehicles from January 1, 1984, to date by model, model year application, engine type, component, part number (both service and engineering), supplier name, address, and model year of application, and calendar month:
  - a. left lower control arm; and
  - b. right lower control arm.

Replacement part sales data are provided in Attachment "D"

Part sales records, which represent sales to dealers, do not contain information which would permit identification of component usage by vehicle model or engine. Furthermore, it is not possible from these records to determine the number of parts which have been installed in vehicles or the number remaining in dealer inventories.

9. If any of the components identified in item 8 are sold (or have been sold) as part of a kit or package, identify the number of such kits or packages sold by part number (both for the kit/package and the components included), vehicle application, and calendar year of sale from January 1, 1984, to date.

The lower control arm assemblies are not sold as part of a kit or package.

000048



10. Identify and describe all changes or modifications in the design, manufacture, attachment, or composition of the components listed in item 8 which relates to the alleged defect. The description should include, but not be limited to, the following items for each change or modification:
  - a. the reason for the change or modification;
  - b. description of the change or modification;
  - c. the calendar date on which the change or modification was incorporated into production; and
  - d. describe whether the changed or modified component can be used as a replacement part for unchanged or unmodified components.

Information pertaining to a change in manufacturing of the left lower control arm assembly stamping was provided in our October 22, 1987 response to PE87-056. No additional changes have been identified in response to this item.

11. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity of the components listed in item 8, for subject vehicles equipped with a gasoline engine and subject vehicles equipped with a diesel engine.

There are no differences in the design, manufacture, attachment, composition or capacity of the lower control arms of the subject vehicles equipped with gasoline or diesel engines.

12. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the heavy duty front suspension and the regular front suspension on the subject vehicles.

Differences between standard front suspensions and heavy duty front suspensions are as follows:

1984-87 C30 and 1987 R30 Models

Standard Front Suspension Capacity	3,800 lbs.
Heavy Duty (F42) Suspension Capacity	4,000 lbs.

- Differences:
- 1) Reinforced front suspension crossmember
  - 2) Larger frame reinforcements with one additional attachment to the frame (per side)
  - 3) Reinforced lower control arm areas
  - 4) Forged control arm shafts
  - 5) Stiffer coil springs
  - 6) "Elpo" paint corrosion protection on coil springs
  - 7) Air springs inside coil springs

0000049

1984-1987 G30 Models

Standard Front Suspension Capacity	3,400 lbs. (1,700 lb. springs)
	3,900 lbs. (1,950 lb. springs, F60)
Heavy Duty (F42) Suspension Capacity	3,900 lbs. (10,500 lb. GVWR H.D. Chassis)

Differences:

- 1) Reinforced front suspension crossmember
- 2) Reinforced lower control arm areas
- 3) Forged control arm shafts
- 4) Air springs inside coil springs

1984-1987 P30 Models

Standard Front Suspension Capacity	
Forward Control Chassis (42)	4,000 lbs.
Motor Home Chassis (32)	4,300 lbs.
Heavy Duty Suspension Capacity	
Motor Home Chassis (F66)	5,000 lbs.

Differences:

- 1) Reinforced front suspension crossmember
- 2) Reinforced upper control arm
- 3) Reinforced lower control arm areas

NOTE: Base and reinforced (Heavy Duty) lower control arms for all 30 series models are identical in the ball joint attachment area.

13. Identify and describe all differences in the front suspension between subject vehicles equipped with the diesel engine and subject vehicles equipped with the gasoline engine.

There are no differences in the front suspensions of subject vehicles equipped with diesel or gasoline engines when equipped for the same weight ratings.

14. The San Diego Unified School District reports lower control arms are being furnished by GM for replacement on subject vehicles. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the original control arms and the replacement control arms. Furnish engineering specification drawings for both versions of control arms discussed above.

000050